

Patient Care

In partnership with the Primary Care Team we enable families to look after patients at home.

A member of the Hospice team is on duty 24 hours, 365 days a year and can be called out so that the family is visited out of hours by a specialist professional who knows about the patient.

Close co-operation at all times with the district nurse.

GP remains fully in charge, especially of prescribing medication.

The Hospice doctor keeps in close contact with the GP.

In Patient Care

Patients in GP beds in hospital can be seen by the Hospice team, with the permission of the GP.

The Hospice doctor can prescribe if the GP consents.

The Hospice sets up Bereavement Support Groups with trained professionals.

Bereavement Care

Each family is followed up by the Hospice team for as long as bereavement is a concern. (see Social work leaflet).

Hospice of the Valleys
Park Gate Business Centre
Morgan Street, Tredegar
Blaenau Gwent NP22 3ND

Tel: 01495 717277
Fax: 01495 724188

E-mail: enquiries@hospiceofthevalleys.com
Web Address: www.hospiceofthevalleys.com

Accessing Services

We aim to provide our services from point of diagnosis if possible, working with those who have a progressive life-threatening illness such as cancer, AIDS or motor neurone disease.

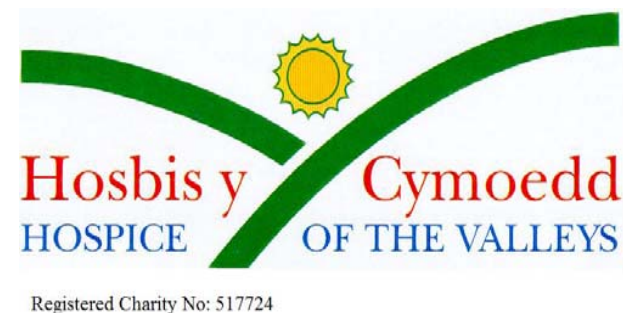
- ◆ The earlier a referral is made, the more opportunities we have to enhance the quality of life for the patients.
- ◆ We have an open referral policy. Referral is by telephone or Fax.
- ◆ If a patient or family contact us, we discuss our involvement with the GP before proceeding.
- ◆ We are very happy to make joint visits with the GP on any occasion if the GP so wishes.
- ◆ A member of the Hospice team should be included in the discharge planning process prior to the patient leaving hospital.

The Hospice Team

The Hospice team comprises of a Doctor, Specialist Palliative Care Nurses and Social Workers, and spiritual counsellors.

Complaints

Hospice of the Valleys will thoroughly investigate any complaints about its staff or services. Please contact the Chief Executive if you have cause for concern. Alternatively you can contact the Care Standards Inspectorate for Wales by telephoning 01495 766500



Your guide to using Hospice of the Valleys

Hospice of the Valleys is a registered charity. All our services are completely free of charge to patients, families and carers

Valleys Cancer Care is here to serve you

Valleys Cancer Care is a complete Palliative Care Service for Blaenau Gwent and the North Usk Valley.

Cancer Help Clinics

- ◆ Maintain your morale from the point of diagnosis onward.
- ◆ Empower you to take part in decisions about cancer management and to be positive about your medical treatment.
- ◆ Encourage a fighting spirit.
- ◆ Teach and encourage a healthier lifestyle.
- ◆ Offer physical, emotional, social and spiritual help by way of a wide range of different therapies.
- ◆ The all day clinics are held on a Saturday Tredegar General Hospital

Appointments are necessary for the 'all day' clinics.

Drop-in Clinics

Any patient with a life threatening disease can call in to our Drop-in clinics. The Drop-in clinics are held weekly and no appointment is necessary.

For further information please phone: 01495-717277

Abertillery: The Lymes Social Club, Tuesday 9.30am-1.00pm

Blaina: St Peters Church, Tuesday 1.30pm-5.00pm

Tredegar: Siloh Baptist Church Wednesday 9.30am-1.00pm

Ebbw Vale: Ebbw Vale Choir Building, Thursday 9.30am-1.00pm

Drop-in Clinics can help you in several ways:

TIME ... to ask all the questions you have about your cancer and to sort out your feelings with professionals.

ADVICE ... about diet and how to stay well, about how to relax, and about control of cancer symptoms such as pain, poor appetite, constipation etc.

TREATMENT...The nurse-led clinic embraces the skills of Therapists, Social

Workers, and a Medical Practitioner. The most appropriate treatment will be discussed between you and the nurse in charge.



Some of The clinical team

Mission Statement

‘Our commitment is to provide free, high quality care in their own homes for patients in our area who are suffering from life threatening illnesses: the care includes comprehensive support for families and extends from diagnosis, through treatment and, if appropriate, into terminal care and bereavement.’